



Mississippi Department of
Information Technology Services

ITS ANNUAL REPORT

2022



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Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, IT procurement and contracts, and providing the computing and telecommunications infrastructure for all information systems technologies within state government. The Legislature has tasked ITS with providing statewide services that facilitate cost-effective IT and telecommunications solutions that can be shared with all state agencies.

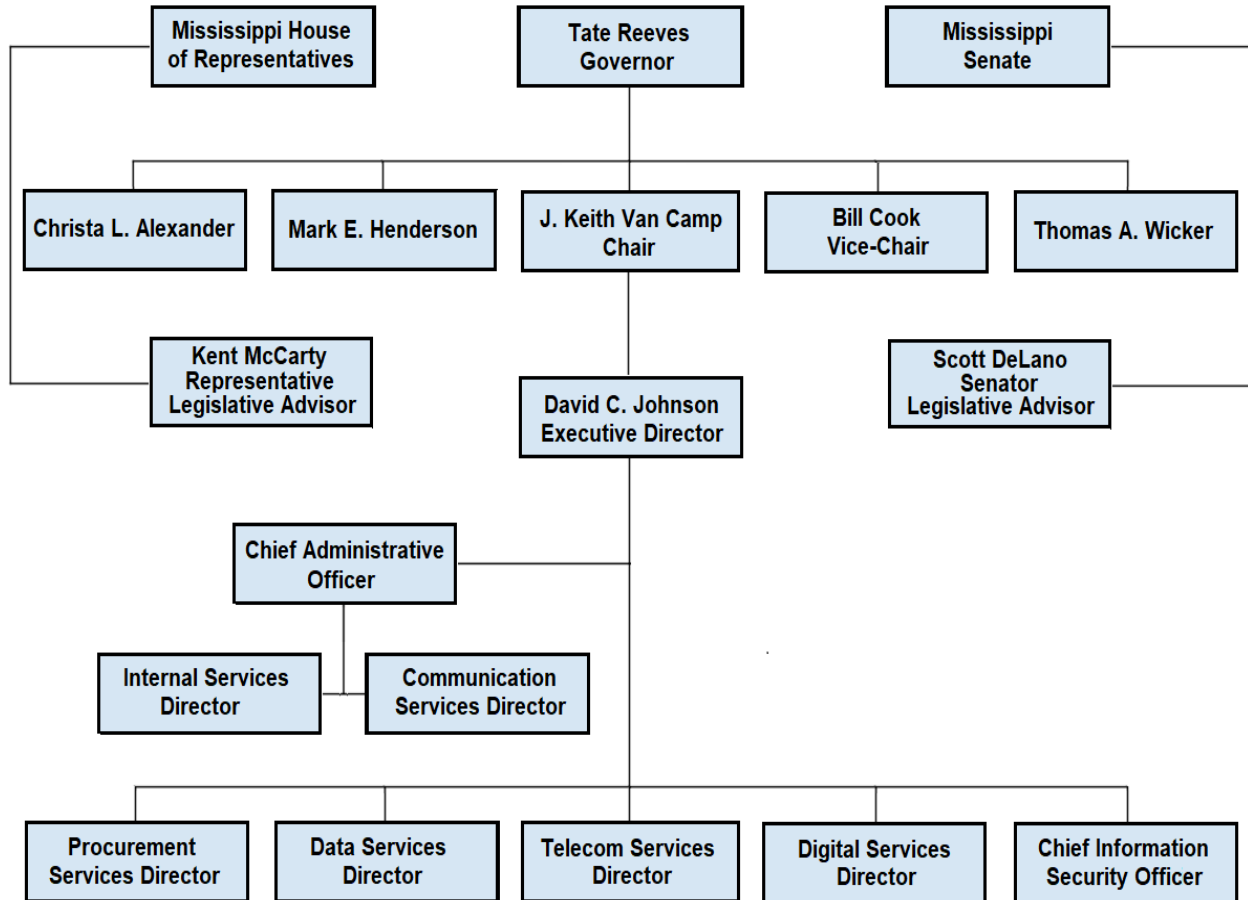
The ITS Board is the governing authority for the agency and it is made up of two distinct components. First, five lay members are appointed by the Governor and confirmed by the Senate to serve five-year, staggered terms. Second, there are two non-voting legislative advisors representing each house who are appointed by the Lieutenant Governor and the Speaker of the House.

ITS's financial model is a hybrid of general funds and special funds. ITS's Hybrid Operating and Funding Model consists of two main categories: Hub and Spoke. Hub services are included in the annual *ITS General Fund Budget Request* and consist of ITS core business functions that provide expertise to develop and manage shared technology services utilized by state agencies and governing authorities across the state. Spoke services consist of shared technology services to be utilized by state agencies and governing authorities across the state that are integrated, consolidated, centrally managed, and/or justified as a needed service. Spoke services are to be included as part of individual agency budget requests and are consumed directly by a partner agency and/or governing authority where each partner agency determines their service needs and is financially responsible for their portion of the services utilized.

The ITS Hybrid Operating and Funding Model creates significant savings to the general fund by allowing agencies to redirect appropriated funds (federal and other special fund dollars) to pay for shared technology services. This allows agencies to use their appropriated funds to pay for their specific utilization of IT services provided by ITS. This structure is strictly a direct pass-through model where ITS manages the program, using core (Hub) resources that are already funded so no additional fees or charges are added. Spoke services represent the direct cost of shared technology services consumed at the discretion of each agency and its budget authority.

This report reflects the continuing evolution of the ITS mission and the activities conducted by this organization for Fiscal Year 2022 (July 2021 - June 2022).

ITS Organization



* Reflective of the FY2022 organizational structure.



MISSISSIPPI DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES

ITS Vision

Technology for tomorrow, delivered today.

ITS Mission Statement

The mission of the Department of Information Technology Services (ITS) is to provide trusted information technology and telecommunications leadership and services that offer proven, cost-effective solutions to all stakeholders in Mississippi government.

ITS Core Values

FOCUSED LEADERSHIP

- ❖ We are unified in our purpose and vision for success: to collaborate with our partner agencies to use information technology to achieve their business goals.
- ❖ We clearly define and ensure our organizationally goals and objectives are in concert with those of our partner agencies. Moreover, our roles and responsibilities are clearly defined within and between work teams and partner agencies.
- ❖ We select relevant metrics to monitor progress and ensure accountability. We communicate clearly and often internally, with our partner agencies, and all other stakeholders.
- ❖ We are disciplined, consistent, and progressive in maximizing and optimizing IT solutions that we provide or facilitate.
- ❖ We work with state agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines.



VALUED RELATIONSHIPS

- ❖ We earn the confidence and trust of employees, customers, and government officials through the competent and timely delivery of IT services and solutions.
- ❖ We demonstrate respect for customers and each other through active listening and attentive follow-through.
- ❖ We communicate effectively on both an executive and technical level to identify potential opportunities for information technology in the state.
- ❖ We collaborate as partners with customers, vendors, and each other to promote an environment that leads to continuous improvement of government services.
- ❖ We communicate decisions clearly and promptly, providing a rationale that reflects both the customer's business need and that of the state to ensure a robust and reliable IT infrastructure.

TECHNICAL EXCELLENCE

- ❖ We provide superior enterprise IT solutions to effectively support the state's business functions.
- ❖ We carefully evaluate, test, and implement cost-effective, state-of-the-art solutions that meet or exceed our customers' expectations.
- ❖ We recruit and develop skilled technical professionals who work comfortably with our customers and across disciplines with their peers.
- ❖ We provide opportunities for continuous learning to our employees and support them in applying the knowledge gained.
- ❖ We create opportunities with customers and vendors to advance learning, improve performance, and promote collaboration in delivering IT to state government.

Strategic Master Plan Activities



As part of the annual statewide IT Planning process, ITS develops goals and strategies and plans activities for delivering the most effective services to the government entities in Mississippi. This information is published in the State of Mississippi Strategic Master Plan for Information Technology. Based on those goals and strategies, the following technology activities were accomplishments by ITS for Fiscal Year 2022.

Data Services

- Completed annual disaster recovery and business continuity and application resiliency tests in cooperation with the Department of Human Services and the Department of Public Safety.
- Successfully completed multiple Business Continuity and Application Resiliency tests with the Department of Finance and Administration.
- Completed power and cooling upgrades to the data center room in the Woolfolk Building.
- Supported and maintained all system Db2 databases for the Mississippi Accountability System for Government Information and Collaboration (MAGIC) application.
- Upgraded and migrated databases hosted on the shared SQL Server database servers.
- Expanded the disaster recovery capabilities of the mainframe environments.
- Increased further redundancy through additional network paths and virtual switching.
- Conducted successful disaster recovery tests of the SPAHRS and MAGIC production and development mainframe applications in collaboration with the Department of Finance and Administration.
- Completed upgrades of the SUSE Linux Enterprise Servers to v15 Service Pack 3.
- Completed the initial migrations of the State websites and web applications to the upgraded infrastructure for the State's enterprise reverse proxy.
- Upgraded tape drives in the TS3500 physical tape library in the Eastwood Data Center.

Procurement Services

- Provided technology consultants possessing technical skills to assist state agencies and public universities with IT projects.
- Filled key roles in multiple innovative and mission-critical technology projects for state government. Examples include:
 - ◆ Coordinated the implementation of the next generation of eGovernment services
 - ◆ Maintained a procurement vehicle for temporary technology consulting services available for use by state agencies, public universities, and other governmental entities
 - ◆ Procured technology support for cabling, telecommunications, and computer equipment for approximately 31 construction projects under the coordination of the Department of Finance and Administration Bureau of Building, Grounds and Real Property Management
- Managed the Statewide Cellular Master Agreement for the purchase of cellular devices and services by state agencies, public universities, and local governmental entities.
- Staffed the Procurement Help Desk during business hours to respond to customer and technology vendor questions on the procurement process.
- Produced multi-use procurement instruments for routine technology acquisitions, resulting in savings of time and money for both customers and technology vendors:
 - ◆ Express Products Lists (EPLs) - The EPLs are multi-award contracts that meet Mississippi requirements for legal purchases. ITS also worked with major software companies to negotiate license agreements that provide access to the best pricing by leveraging the total purchase volume for the state. EPLs published in FY 2022:
 - Hardware
 - 2-Way Radios
 - Microsoft
 - ESRI
 - Intergraph
 - MapInfo
 - Cabling Materials and Labor
 - E-911 Public Safety Answering Point Equipment
 - Security Assessment Services
 - ◆ General RFPs - General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. Special RFPs are multi-use RFPs developed for a specific customer base and/or technology. General RFPs for FY 2022:
 - Inside-Outside Cabling
 - Computer Hardware and Software
 - ◆ Other Multi-Use Awards Published in FY 2022:
 - NASPO ValuePoint Value Added Reseller Software
 - NASPO Cloud Solutions Cooperative

Digital Services

- Provided primary Local Area Network (LAN) and desktop support for ITS employees.
- Provided professional services to supplement agency information technology staff in web-enabled application analysis, design, development, testing, and deployment, including key roles in eGovernment initiatives.
- Developed and/or deployed web enabled applications utilizing Microsoft.NET, including the following projects:
 - ◆ Department of Health
 - Child Care Application Portal and Provider Portal
 - Professional Licensure Application Portal
 - ◆ Real Estate Commission
 - Online and Backend Licensing Applications
 - ◆ Board of Home Inspectors
 - Online and Backend Licensing Applications
 - ◆ Board of Examiners for Social Workers and Marriage and Family Therapists
 - Renewals and Initial Applications
 - ◆ Department of Human Services
 - Child Care Emergency Services Applications
- Supported web-enabled and client applications in two primary environments: Microsoft.NET and JAVA. Projects include the following:
 - ◆ Department of Human Services
 - Child Care Payment System
 - Child Care Payment System Application and Provider Portal
 - ◆ Board of Public Accountancy
 - Online and Backend Licensing Applications
 - Continuing Education Portal
 - ◆ Real Estate Appraisal Board
 - Online and Backend Licensing Applications
 - ◆ Department of Banking and Consumer Finance
 - Banking and Credit Union Compliance Application
 - National Mortgage Licensing Application
 - Consumer Licensing Application
 - ◆ Board of Engineers and Land Surveyors
 - Online and Backend Licensing Applications
 - Continuing Education Portal
 - ◆ Ethics Commission
 - Online Statement of Economic Interest
 - ◆ Home Inspector Board
 - Online and Backend Licensing Application
 - ◆ Department of Health
 - Online Professional License Renewals
 - Child Care Licensing System
 - Child Care Electronic Inspection Web Services
 - Water Operator Online and Backend Licensing Applications

- ◆ Board of Massage Therapy
 - Online and Backend Licensing Application
- ◆ Board of Examiners for Social Workers and Marriage and Family Therapists
 - Online and Backend Licensing Application
- ◆ Real Estate Commission
 - Online and Backend Licensing Application
- ◆ Auctioneer Commission
 - Online and Backend Licensing Applications
- ◆ Department of Agriculture and Commerce
 - Market Bulletin
 - Pesticide Permitting
 - Online Registration Applications
- Developed, redesigned, and/or supported the following websites:
 - ◆ Real Estate Appraisal Board
 - ◆ Real Estate Commission
 - ◆ Home Inspector Board
 - ◆ Board of Examiners for Social Workers and Marriage and Family Therapists

Security Services

- Maintained the State of Mississippi Enterprise Security Policy (ESP). Continued work to align the ESP with the National Institute of Standards and Technology (NIST) Cybersecurity Framework, the security controls defined in the NIST 800 series of publications, the recommendations in the National Governor's Association (NGA) Call to Action for Cybersecurity paper, and the Center for Internet Security (CIS) Critical Security Controls for Effective Cyber Defense.
- Maintained a partnership with a third-party forensic firm capable of assisting ITS resources in reducing the timeframe required to respond in the event of a major cybersecurity incident.
- Maintained a vulnerability management program that includes identifying and remediating security vulnerabilities on all ITS managed systems.
- Gathered and disseminated cybersecurity threat and vulnerability information to Mississippi government entities.[
- Managed enterprise core security operations including perimeter firewall and Intrusion Prevention System (IPS), State Data Centers' firewalls and IPS, secure remote access, authentication systems, and security incident and event management system.
- Hosted two Security Council Meetings with state agency representatives to provide education and awareness, identify cybersecurity-related issues, set future direction for cybersecurity plans and policy, and provide a forum for interagency cybersecurity communications.
- Maintained a security awareness program that includes cyber awareness resources via the ITS website, coordinated awareness training for ITS staff, and provided awareness training opportunities and materials to state agencies.
- Maintained an enterprise computer-based cybersecurity awareness and education training solution to be used by state agencies. The solution includes training, tools, guidance, and support to improve the cybersecurity awareness of state government employees simply and effectively.

- Promoted Cybersecurity Awareness Month throughout state government by working with the Governor's Office to sign a proclamation declaring October as National Cybersecurity Awareness Month.
- Maintained cybersecurity-focused relationships with state and federal entities including Federal Bureau of Investigation, Mississippi Office of Homeland Security, Mississippi Fusion Center, Multi-State Information Sharing and Analysis Center (MS-ISAC), Mississippi Office of the State Auditor, Mississippi National Guard, National Association of Chief Information Officers (NASCIO), and U.S. Department of Homeland Security.
- Managed enterprise security monitoring and event correlation tools and leveraged internal/external partners for the identification and notification of security incidents impacting state agencies.

Telecommunications Services

- Provided day-to-day management of the State's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with high-quality, reliable communications services.
- Provided local calling access and long-distance services to state government and institutions in the Jackson-Metropolitan Area and across the state through a variety of vendor provided services.
- Provided technical support and project management services for all Department of Finance and Administration Bureau of Building, Grounds and Real Property Management renovations and new construction projects.
- Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government.
- Continued updates to the online *Mississippi State Government Telephone Directory*, which includes a listing of state employee extensions and state agency information.
- Performed billing reconciliation on invoices from state contract vendors for telecommunications services and saved the state approximately \$1.8M in erroneous billing.
- Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan Area.
- Provided oversight for the Mississippi Optical Network (MissiON) that serves the Mississippi Research Consortium with redundant cores in the Primary and Co-Processing Data Centers. MissiON services the 4 research universities, 4 regional universities, and all 15 community colleges.
- Managed the state's dedicated, redundant, and diversely routed commodity Internet access for state agencies.
- Maintained contracts for telecommunications services and products to support voice and data communications and access to the statewide backbone and the Internet.
- Provided dedicated and fully redundant wide area network (WAN) access to statewide data resources running in the State Data Centers to support agency-distributed applications.
- Managed the Capitol Complex campus area network to provide agencies on the fiber ring with connectivity to the internet, the Primary Data Center, and the Co-Processing Data Center in Starkville.

- Continued and completed the process of migrating the voice and data services resulting from the Category 1 award of RFP 5000. The data network migration has been a boon for the State, resulting in:
 - ◆ Increased bandwidth for the state agency network by 761% to an aggregate 155 Gbps
 - ◆ Decreased monthly spend by 48%
 - ◆ Yearly cost savings of approximately \$5 million for state agencies beginning in FY 2022
- Coordinated with agency to upgrade and refresh agency owned equipment located in the Primary and Co-Processing Data Centers.
- Performed system remediations to security assessments and updated various systems on a routine basis to remedy identified security issues on equipment.
- Completed the migration from the Nexus network environment to the new Cisco ACI network environment within the Primary and Co-Processing Data Centers and decommissioned the old equipment.
- Facilitated the Forestry Commission's headquarters move from Jackson to Pearl.
- Continued migration of the remote sites around the state to a new long-distance provider.
- Worked in conjunction with the ITS Data Services Division to provision various networks for the hybrid cloud environment located in the State Data Centers.
- Continued the project to modernize the PBX by replacing the legacy G650 media gateways in the Capitol Complex with modern G450 media gateways and installed additional Session Border Controllers and Session Managers for SIP endpoints.
- Worked with Public Safety to modernize communications for their Automated Fingerprint Identification System (AFIS) project.
- Worked with Department of Education on an Interactive Voice Response system for teacher licensure.
- Worked with the Mississippi Emergency Management Agency (MEMA) to support the Communications Emergency Support Function (ESF-2) during emergency activations.
- Implemented a solution to expand real time troubleshooting and forensic research capabilities for the enterprise state network.
- Introduced new functionality to allow remote workers to place and receive calls from their office line securely via a soft client or mobile application.

Communication Services

- Assisted agencies, boards, and commissions with the entry of IT projects for their legislatively mandated, Long Range IT Plan submissions.
- Developed publications and service offering information available through social media posts and the ITS website.
- Used social media platforms to promote ITS services and activities.
- Offered an online training educational program designed to enhance and improve the technical and communication skills of personnel within state government.

eGovernment

- Mississippi's official website, ms.gov, reflects a vision of state government that is attentive to the needs of constituents and businesses by streamlining and enhancing the way citizens and businesses access government information. Examples include:
 - ◆ Providing a single, common gateway to Mississippi government
 - ◆ Improving access to free information
 - ◆ Providing access to value-added services for commercially viable information of interest to the business community
- Custom applications, mobile applications, and websites developed in FY 2022:
 - ◆ Online Applications
 - Veterans' Home Purchase Board – Automated Clearing House (ACH) Form
 - Department of Health – Public Water Supply Exam Fee
 - Board of Nursing – Release of Names and Addresses Online Application
 - Department of Wildlife, Fisheries and Parks – Non-Resident Turkey Draw
 - Judicial Performance Commission – Judicial Registration Form
 - Judicial Performance Commission – Vacate Office Form
 - Board of Nursing – Project Proposal Request Form
 - Natural Science Museum – Facilities Rental Application
 - Department of Agriculture and Commerce – Fairgrounds Parking Fee On the Go (OTG) Pay Mobile Payments
 - Department of Health – Emergency Medical Services (EMS) Over the Counter Payments
 - Mississippi Gaming Commission – Quarterly Casino Payments
 - Department of Public Safety – Name-Based Background Check
 - Department of Agriculture and Commerce – Genuine MS Online Shopping Cart
 - Department of Health – Medical Marijuana Licensing and Traceability*
 - Board for Community & Junior Colleges – Summer Conference Sponsorship Application
 - ◆ Mobile Applications
 - Department of Health – Mobile Food Inspections
 - ◆ Payment Services for Existing Online Applications
 - Department of Public Safety – Pro-Miles ExpressPass Assessment Payment Processing
 - Department of Health – Background Check System Payment Processing
 - Board of Dental Examiners – Initial Application and Online Renewal Payment Processing
 - Department of Agriculture and Commerce – Pesticide Registration Payment Processing
 - ◆ Website Launches/Redesigns
 - Department of Public Safety – Human Trafficking Template Website
 - Office of Capital Post-Conviction Counsel – Template Website
 - Board of Nursing – Website and Chatbot Redesign
 - Board of Chiropractic Examiners – Template Website
 - Board of Pharmacy – Custom Website Redesign
 - South MS Regional Center – Template Website
 - ms.gov 10.0 – Website Redesign
 - State Hospital – Psychology Residency Program Template Website

- The ms.gov eGovernment portal initiative received the following awards in FY 2022:
 - ◆ Government Experience Awards:
 - State Project Experience Winner – Department of Public Safety (DPS) Skip the Line Program
 - ◆ dotCOMM Awards:
 - Platinum Winner – ms.gov
 - Gold Winner – DPS Website
 - Honorable Mention – MISSI, chatbot
 - ◆ WebAward:
 - Outstanding Website – ms.gov
 - ◆ Muse Awards:
 - Silver, Government Website – ms.gov
 - ◆ Davey Awards:
 - Gold Winner – Government Website – ms.gov
 - Gold Winner – Government Website – MISSI, chatbot
 - Gold Winner – Best Use of Technology – MISSI, chatbot
 - Silver Winner – Best Virtual or Remote Experience for Websites – DPS Telegov Online Appointment Scheduling
 - ◆ W3 Awards:
 - Silver, General Website Categories - Best Use of Emerging Technology - MISSI, chatbot
 - Silver, General Website Categories – Government for Websites – MISSI, chatbot
 - Silver, Website Features – Best User Experience - ms.gov
 - Silver, General Website Categories – Best Visual Appeal – ms.gov
 - Silver, General Website Categories – Government for Websites – ms.gov
 - Silver, General Website Categories – Government for Websites – DPS Website
 - ◆ Hermes Awards:
 - Platinum Award – ms.gov
 - Gold Award – Driver Service Bureau Website
 - Honorable Mention – Board of Pharmacy Website
 - ◆ Communicator Awards:
 - Award of Distinction, Websites – Government – Board of Nursing Website
 - Award of Distinction, Websites – Government – Board of Pharmacy Website
 - Award of Distinction, Websites – Government – Driver Service Bureau Website
 - Award of Distinction, Websites – Government – ms.gov

Data Services

- Provided computing services to approximately 90 state agencies and multiple private entities that access public records.
- Processed approximately 750,000 batch jobs and 28 million online transactions during FY 2022.
- Hosted approximately 9 websites, 824 virtual servers, and 4 eGovernment applications.
- Relayed approximately 12.6 million direct delivery emails in FY 2022.
- Quarantined approximately 350,000 emails for suspicious attachments or suspected malicious activity during FY 2022.
- Documented, managed, and resolved 3,998 requests and 2,858 incidents through the 24x365 Service Center during FY 2022.

Procurement Services

- Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ Project management for application and web development
 - ◆ Project management for technology procurements
- Produced the following competitive procurements:
 - ◆ Developed and advertised 8 Requests For Proposals (RFP)
 - ◆ Developed and sent 14 Requests For Quotes (RFQ)
 - ◆ Developed and sent 8 Invitations for Bids (IFB)
 - ◆ Developed and sent 10 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
- Produced 554 procurement approval documents (CP-1s) for the purchase of technology products and services:
 - ◆ Processed 68 requests requiring ITS Board approval
 - ◆ Processed 486 requests approved by the ITS Executive Director
- Published 9 EPLs and 2 Multi-Use Awards with reported purchases totaling more than \$68 million.
- Administered the Statewide Cellular Master Agreement for purchases by state agencies, public universities, and local government entities, totaling \$10.5 million.
- Negotiated and executed 322 technology contracts and contract amendments.

Security Services

- Hosted 2 Security Council Meetings that provided a forum for interagency cybersecurity communications.
- Published 12 monthly cybersecurity newsletters and distributed 113 cybersecurity news articles.
- Disseminated 125 cybersecurity incident notifications.

- Processed 200 firewall, 15 IPS, 1145 VPN, and 33 uncategorized requests.
- Processed 18 firewall, 2 IPS, 136 VPN, and 3 uncategorized incidents.
- Supported 1,699 remote access VPN tunnels and 113 site-to-site VPN tunnels.
- Prevented over 75 billion unexpected or unwanted network packets from entering the Enterprise State Network based on enterprise firewall policies and rules.
- Prevented over 17 million intrusions to and from the Enterprise State Network based on enterprise intrusion prevention system (IPS) policies, rules, and signatures.
- Prevented over 188 million intrusions to and from the State Data Centers based on enterprise IPS policies, rules, and signatures.
- Maintained accounts for 107 local and state government entities in the enterprise security awareness and education training solution.
- Coordinated cybersecurity assessments for ITS managed systems.
- Performed weekly vulnerability scans on all ITS managed systems.

Telecommunications Services

- Supported 17,148 telephone lines statewide.
- Processed 24,245,820 minutes of long-distance usage.
- Supported 391 toll-free numbers totaling 5,852,511 in-bound minutes of usage.
- Supported 6,849 voicemail boxes for customers statewide.
- Processed 5,528 work orders containing 28,979 unique work order items.
- Maintained an industry-standard P.01 grade of service or one call block for every 100 call attempts for each telephone switch and Centrex facility managed by ITS.
- Supported 1,191 state agency and local government data network sites.
- Supported the phone system in the state buildings within the Capitol Complex, as well as 99 agency sites around the state.
- Supported 1,660 audio/web conference accounts for use within the Capitol Complex and around the state with 16,731 audio/web conference calls and 5,734,145 audio/web conferencing minutes of usage.
- Supported 2,766 10/100/1000 Mbps, 1,078 10Gbps, and 788 100Gbps Ethernet ports in the State Data Centers.
- Supported 1,098 10/100/1000 Mbps, 756 10Gbps, 468 25/40/50Gbps, and 40 100Gbps Ethernet ports in the Capitol Complex core network.
- Provided telecommunications system availability of 99.99%.
- Provided 99.9% availability of 60Gbps backbone network bandwidth for the State Data Centers.
- Provided 99.9% availability of 20Gbps backbone bandwidth per agency with an average latency of <2ms for the Capitol Complex network.
- Provided 99.9% availability with an average latency of 36ms for the wide-area network.
- Provided 99.9% availability of 10Gbps for Internet connectivity.

- Processed 1,596 locates/markings for the underground cabling infrastructure in the Capitol Complex.

Communication Services

- Received 73 Long Range Plans, representing 92% of the entities requested to submit their plan.
- Entered 465 social media posts promoting ITS services and activities.
- Provided online training to 211 students, representing 14 state agencies.

eGovernment

- Processed electronic payments for 102 Mississippi government entities using the state's Enterprise Payment Portal.
- Launched 28 digital government services bringing the total to 356 over the life of the program.
- Enhanced the protection of citizen and government data. The state's eGovernment partner underwent 1 external audit, 1 internal audit, and 188 application scans addressing threats across 6 categories of risk, including:
 - ◆ Electronic threats and vulnerabilities
 - ◆ Malicious code
 - ◆ Privacy issues
 - ◆ Human factors
 - ◆ Physical environment
 - ◆ Downtime issues
- Enhanced the protection to citizen's personal information with powerful privacy and security safeguards during online transactions through the following technologies:
 - ◆ Disaster recovery procedures
 - ◆ Uninterruptible power supplies
 - ◆ Multi-tiered environments
 - ◆ Intrusion detection hardware
 - ◆ Secure Socket Layer (SSL) 256-bit encryption
 - ◆ Application firewalls and traffic monitoring
 - ◆ CyberTrust certification
 - ◆ Payment Card Industry Data Security Standard (PCI DSS) certification

ITS is committed to both our employees and our partner agencies to provide continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. The following are the professional organizations in which ITS continues to be an active member.

Advance. Grow. Accelerate.

The Association of Government Accountants was rebranded in 2022 as Advance Grow Accelerate (AGA) but is still the association that connects and empowers government financial management professionals. Through training and events, professional certification, publications, and ongoing education, AGA helps members build their skills and advance their careers. AGA is committed to increasing government accountability and transparency and has been instrumental in assisting with the development of accounting and auditing standards and in generating new concepts for the effective organization and administration of government financial management. AGA is the only association supporting more than 14,000 professionals working in federal, state, and local governments as well as the private, nonprofit, and academic sectors. Senior ITS staff members have served as past Presidents and one currently serves as Secretary of the Jackson chapter.

American Academy of Certified Public Managers and the Mississippi Society of Certified Public Managers

ITS is a strong supporter and participant in the Mississippi Society of Certified Public Manager (MSCPM) program to provide and encourage continued development of staff members who are in supervisory, managerial, or project management roles.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is Mississippi's society arm of the American Academy of Certified Public Managers (AACPM). The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states. ITS has a strong representation in the MSCPM and utilizes the society's programs to provide continuing managerial education.

Building Industry Consulting Services International

Building Industry Consulting Services International (BICSI) is a professional association supporting the advancement of information and communications technology (ICT) professionals with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 26,000 members, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services, as well as offering opportunities for continual improvement and enhanced professional stature.

eGovernment Oversight Committee

Senate Bill 2975 passed during the 2011 Regular Legislative Session established the eGovernment Oversight Committee (EOC) to oversee the implementation and management of eGovernment and related technology initiatives. The goal of this partnership is to enable government entities to create program efficiencies, meet legislative service deadlines, and establish a citizen-centric website, as well as an enhanced social media presence. Other responsibilities include addressing policy issues such as privacy, security, costs, and accessibility. The committee promotes economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. As defined in SB 2975, the Committee members (or official designee) are the Executive Director of ITS, the State Auditor, the State Treasurer, the Secretary of State, the Executive Director of the Department of Finance and Administration, the Commissioner of Public Safety, and the Commissioner of Department of Revenue. ITS staff provides administrative support for the committee. The ITS Executive Director currently serves as the Chairman of the EOC.

Gartner Group Services

ITS subscribes to consulting services from Gartner, a leading supplier of tactical and strategic analysis and data in the information technology industry. Services provided include research, strategic planning, and consulting services. Research materials provide a brief analysis of companies, technologies, planning issues, and future innovations.

Information Security Council

House Bill 999 passed during the 2017 Regular Legislative Session formally established the Mississippi Enterprise Security Program and tasked ITS to provide centralized management and coordination of state policies for the security of data and IT resources. ITS formed the Information Security Council to foster collaboration throughout state government to plan, develop, and implement enterprise security objectives. Information Security Officers from each state agency are members of the Information Security Council. ITS schedules Council meetings to provide education and awareness, identify cybersecurity-related issues, set the future direction for cybersecurity plans and policy, and provide a forum for inter-agency communications regarding cybersecurity. Senior IT staff serves as Chair and provide leadership to the Council.

Mississippi Association of Governmental Purchasing and Property Agents

The Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA) brings together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of the national purchasing association, the National Institute of Governmental Purchasing, Inc.

(NIGP). ITS employees are currently involved in the local and national organization and have previously or currently served as officers and committee chairs.

Mississippi Association of Personnel Administrators

The Mississippi Association of Personnel Administrators (MAPA) provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS staff have served as officers and board members and were active in both the quarterly meetings and the annual conference.

Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems

The Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (GIS) is responsible for the coordination of remote sensing and GIS activities in the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost-sharing arrangements to reduce data acquisition costs. The Council provides direction to ITS for the operation and maintenance of the GIS data warehouse known as the Mississippi Geospatial Clearinghouse. The Council also provides oversight to the Department of Environmental Quality for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM), which includes seven core data layers of a digital, land-based computer model of the State of Mississippi.

Mississippi Telecommunications Management Association

The Mississippi Telecommunications Management Association (MTMA) is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

Mississippi Wireless Communication Commission

Mississippi Wireless Communication Commission (WCC) is a 16-member commission comprised of representatives from state and local governmental entities. The WCC is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The Mississippi Wireless Information Network (MSWIN) was fully operational statewide in March 2013, providing a ninety-seven percent coverage area, via multiple sites for P-25 700 MHz land

mobile radio wireless communications. Currently, MSWIN is the only statewide interoperable emergency communication voice and data network available for use by both state and local public safety entities. The ITS Executive Director, or designee, serves as a member of the WCC in compliance with MS Code 25-53-171. Additionally, ITS provides administrative and financial support and oversight of the WCC work and staff.

Multi-State Information Sharing and Analysis Center

The Multi-State Information Sharing and Analysis Center (MS-ISAC) is a voluntary and collaborative effort based on a strong partnership with the National Cyber Security Division within the U.S. Department of Homeland Security (DHS). MS-ISAC has been designated by DHS as the key resource for cyber threat prevention, protection, response, and recovery for the nation's state, local, territorial, and tribal (SLTT) governments. Through its state-of-the-art 24/7 Security Operations Center, the MS-ISAC serves as a central resource for situational awareness and incident response for SLTT governments. Senior ITS staff members are actively involved with MS-ISAC.

National Association of State Chief Information Officers

The National Association of State Chief Information Officers (NASCIO) represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost. Senior ITS executive staff are actively involved in NASCIO serving on various committees and workgroups.

National Association of State Technology Directors

The National Association of State Technology Directors (NASTD) consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the eGovernment Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated on several other committees and special interest groups including: The Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

Project Management Institute

To ensure that state resources are managed as effectively as possible, several agency staff members carry the credential of Project Management Professional (PMP) administered by the Project Management Institute (PMI). PMI is a not-for-profit professional organization for the project management profession with the purpose of advancing project management through the development of standards, research, education, publication, and networking-opportunities in local chapters.

Travel

2022 Board Meeting Travel

<i>Board Member</i>	<i>Per Diem</i>	<i>Travel Expenses</i>
June Songy	40.00	0.00
J. Keith Van Camp	480.00	16.38
Bill Cook	0.00	0.00
Mark E. Henderson	0.00	0.00
Christa L. Alexander	320.00	107.64
Thomas A. Wicker	520.00	300.43
Total Board Member Travel	1,360.00	424.45

2022 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Andrew Westerfield	Starkville, MS	35.80
Bud Brown	Statewide MS	208.78
Chris Nix	Statewide MS	5,024.54
Emily Grace Cole	Oxford, MS	186.34
Emily Grace Cole	Statewide MS	8.06
Erica Cornelius	Starkville, MS	29.23
Foster Fowler	Biloxi, MS	471.36
Jasmine Keys	Starkville, MS	168.64
Lawrence McCaleb	Starkville, MS	11.25
Lisa Kuyrkendall	Biloxi, MS	402.12
Nita Caylor	Biloxi, MS	609.99
Robbin Steen	Statewide MS	962.76
Seth Phillips	Statewide MS	506.24
Tammie Johnson	Statewide MS	47.53
Total In-State Employee Travel		8,672.64

Travel

2022 Out-of-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Steve Patterson	NASTD Annual Conference	520.87
Steve Patterson	Annual Summit - Digital States	498.80
Leah Kathryn Anzenberger	National Summit - State Cybersecurity	1,493.32
David Johnson	Annual Summit - Digital States	483.76
Lisa Kuyrkendall	Cisco Live	2,380.24
Andrew Westerfield	NASTD South/West Regional Seminar	1,196.53
Gary LeBlanc	NASCIO Annual Conference	102.93
Brian Norwood	NASCIO Midyear Conference	274.71
Tommy Goodwin	NASCIO Midyear Conference	296.70
Nita Caylor	NASTD South/West Regional Seminar	1,229.60
Timika Franklin	Avaya Conference	889.70
Kent Tolbert	Avaya Conference	603.71
Renee Murray	NASCIO Annual Conference	175.85
David Johnson	NASCIO Midyear Conference	274.71
Foster Fowler	Cisco Live	2,443.29
Holly Savorgnan	NASTD South/West Regional Seminar	946.87
Steve Patterson	NASCIO Annual Conference	118.38
<i>Total Out-of-State Employee Travel</i>		13,929.97

ITS Contact Information

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